

General Services Administration Federal Acquisition
Service Technology Transformation Services [1800 F St NW |](#)
[Washington, DC | 20405](#)

TTS BPA for Dev, Design, and Research Consensus Report

From: Evaluation Board: William Cahoe & Steven Reilly

To: Joseph Dorsey, Contracting Officer

Subject: Technology Transformation Services (TTS) Blanket Purchase Agreement
(BPA) for Development, Design, and Research evaluation consensus
& Award Recommendation

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Relevant
Experience

1

Staffing Approach Usability
Research Approach

(b) (4) - Phase 2 - Oral Interview - June 5, 2019

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Relevant Experience Staffing
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(b) (4) - Phase 2 - Oral Interview - June 6, 2019

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(b) (4) - Phase 2 - Oral Interview - June 10,
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Flexion, LLC - Phase 2 - Oral Interview - June 10, 2019

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(b) (4) - Phase 2 - Oral Interview - June 12, 2019

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Research Approach

(b) (4) - Phase 2 - Oral Interview - June 12, 2019

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(b) (4) - Phase 2 - Oral Interview - June 14, 2019

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Phase 2 - Oral Interview - June 13, 2019

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Experience

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Research Approach

(b) (4) Phase 2 - Oral Interview - June 12, 2019

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Statement of Need

TTS seeks agile software development services. The services to be provided will include all aspects of the software development process, including initial planning, design, software development and coding, prototyping, documentation, testing, and configuration.

These software development projects will use agile development principles, with necessary documentation, human-centered design, and an extensible infrastructure. TTS expects that the development process will be collaborative and iterative, with open, regular, and frequent communication between TTS and the Contractor. Using the twelve principles established by the [Agile Manifesto](#) as well as our adoption of [Scrum](#), there are a number of aspects to Agile development that will provide the Government with a project management structure that will ensure contractor performance is monitored and issues are immediately addressed.

Usability testing and other user research methods must be conducted at regular intervals throughout the development process (not just at the beginning or end), with all electronic artifacts from usability testing and/or other research methods with end-users

being made available at the end of every applicable sprint. All software code delivered 5 under this order shall comply with the [18F open source policy](#) and the [18F Accessibility Guidelines](#) as well as all relevant federal legislation in effect as of the date of award.

Procurement Overview

TTS OA issued a Request for Quotation (RFQ), under Federal Acquisition Regulation (FAR) 8.405 Ordering Procedures for Federal Supply Schedules for software development process, including initial planning, design, software development and coding, prototyping, documentation, testing, and configuration.

It was issued as a combined synopsis/solicitation on the Government Point of Entry (GPE) Ebuy system as a small business set-aside, in accordance with FAR 8.404, using the procedures of 8.405, ordering activities shall not seek competition outside of the Federal Supply Schedules or synopsise the requirement.

This solicitation document and incorporated provisions and clauses are those in effect through the contractor's primary GSA Schedule contract.

This solicitation was published to [Ebuy](#) from 03/28/2019 - 04/22/2019.

Solicitation Attachments posted to Ebuy:

- Performance Work Statement
- Quality Assurance Surveillance Plan
- RFQ Submission Form - 10x Development Support Services
- Pricing Template

Quotes Received

When the RFQ closed on 04/22/2019 at 5PM ET, twenty-six (26) responses were submitted.

Note - One quoter, (b) (4), submitted a response but requested that the Government disregard the quote as the quote submitted was for another TTS RFQ for

the Centers of Excellence Discovery opportunity.

Therefore this quote was no longer considered and twenty-five quotes were considered for award.

The twenty-five (25) quoters were:

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(b) (4)

The Government received one hundred and ten (110) questions and issued four Amendments based on the questions received. Amendment were submitted via EBuy and GitHub.

General Approach to Phase 1 Evaluation

Evaluators The evaluators included:

- William Cahoe
- Steven Reilly

Technical Advisor: Nico Papafil

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Note: Nico Papafil was initially included in the evaluation board, however was removed and made a technical advisor due to availability

Evaluation of Phase 1- Technical Response The approach taken by the review panel was Phased. Phase 1 was evaluated based on three (3) criteria. The three core criteria consisted of 1) Relevant Experience, 2) Staffing Approach; and 3) Usability Research Approach.

The evaluation process, as outlined in Section 3 of the RFQ, was as follows: “TTS will evaluate the submitted quotes against the criteria set forth below and then make an award based on best value using tradeoffs.” TTS intends to utilize a phased approach for this procurement as described below. To be considered for award, quoters must successfully pass through each phase.

TTS will award an agreement resulting from this RFQ to the responsible quoter whose

quote conforms to the Request for Quote that represents the best value to the government, price and the other criteria specified below. Quoters are advised that technical evaluation factors combined are more important than price; as Non-Price ratings become closer, price will become more important. Criteria are listed in descending order of importance.

- Phase 1 – Technical Response
 - Criteria 1 - **Relevant Experience**
 - Criteria 2 - **Staffing Approach**
 - Criteria 3 - **Usability Research Approach**
- Phase 2 - Oral Interview
- Phase 3 - Price Response

Quoters must meet all requirements in Phase 1 and will be assigned a confidence rating. After the initial Phase 1 confidence assignment, quoters with a ranking of “Some Confidence” or “High Confidence” will be invited for Phase 2 - Oral Interview.

Quotes that have failed to meet the criteria established in Phase 1 will no longer be considered for award. Quoters that pass Phase 2 with a “Some Confidence” or “High Confidence” will be evaluated based on their price submission.

TTS will evaluate price quotes for award purposes by evaluating the hourly rate for each labor category and the overall discount provided off the quoter’s GSA schedule pricing. This will include evaluating sample quantities for the purpose of considering

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the estimated total cost to the Government. TTS may determine that a quote is unacceptable if the option prices are significantly unbalanced. Evaluation of options under FAR [52.217-8](#) will be accomplished by using the prices offered for the last option period to determine the price for a 6-month option period, which will be added to the base and other option years to arrive at the total price. Evaluation of options will not obligate the Government to exercise the option(s).

The Government also reserves the right to make no award.

NOTE: TTS anticipates selecting an awardee based upon initial quotes received; therefore, quoters are cautioned to submit their best price and technical quotes in the initial submission.

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Questions to ask all vendors

1. We are looking to conduct multiple short-term projects that vary in length, from a couple weeks to several months, depending on the phase. How would you ensure that you have staff ready for such projects? What is your approach to staff these projects in the event that you do not have staff currently on-hand? 2. 10x projects don't necessarily have set roles and may vary in needs from project to project. What would be your approach for identifying the proper roles for a project and for staffing those roles to new call orders? 3. Our first phase of projects involves determining if there are any clear reasons not to continue investing in a project. How would you design a research approach to determine if a project is viable? 4. What is your company's approach to cross functional teams? 5. In order to proceed further in our process, many 10x projects need to find one

or more partners in the federal government to use and test a functional prototype. What would be your approach for finding such partners, and for scaling a product

or service to other agencies? 6. To make the best investment decisions, 10x uses a cross-functional evaluation

board. How would you approach the process of evaluating complex technical concepts and translating them in a way to a non-technical audience?

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Relevant Experience

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Staffing Approach

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Usability Research Approach

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- Phase 2 - Oral Interview - June 5, 2019

Core Questions:

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1) We are looking to conduct multiple short-term projects that vary in length, from a couple weeks to several months, depending on the phase. How would you ensure that you have staff ready for such projects? What is your approach to staff these projects in the event that you do not have staff currently on-hand?

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2) 10x projects don't necessarily have set roles and may vary in needs from project to project. What would be your approach for identifying the proper roles for a project and for staffing those roles to new call orders?

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3) Our first phase of projects involves determining if there are any clear reasons not to continue investing in a project. How would you design a research approach to determine if a project is viable?

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4) What is your company's approach to cross functional teams?

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- 5) In order to proceed further in our process, many 10x projects need to find one or more partners in the federal government to use and test a functional prototype. What would be your approach for finding such partners, and for scaling a product or service to other agencies?

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6) To make the best investment decisions, 10x uses a cross-functional evaluation board. How would you approach the process of evaluating complex technical concepts and translating them in a way to a non-technical audience?

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Usability Research Approach

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- Phase 2 - Oral Interview - June 6, 2019

Core Questions:

1) We are looking to conduct multiple short-term projects that vary in length, from a couple weeks to several months, depending on the phase. How would you ensure that you have staff ready for such projects? What is your approach to staff these projects in the event that you do not have staff currently on-hand?

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2) 10x projects don't necessarily have set roles and may vary in needs from project to project. What would be your approach for identifying the proper roles for a project and for staffing those roles to new call orders?

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3) Our first phase of projects involves determining if there are any clear reasons not to continue investing in a project. How would you design a research approach to determine if a project is viable?

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4) What is your company's approach to cross functional teams?

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5) In order to proceed further in our process, many 10x projects need to find one or more partners in the federal government to use and test a functional prototype. What would be your approach for finding such partners, and for scaling a product or service to other agencies?

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- 6) To make the best investment decisions, 10x uses a cross-functional evaluation board. How would you approach the process of evaluating complex technical concepts and translating them in a way to a non-technical audience?

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Relevant Experience

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- Phase 2 - Oral Interview - June 10, 2019

Core Questions:

1) We are looking to conduct multiple short-term projects that vary in length, from a couple weeks to several months, depending on the phase. How would you ensure that you have staff ready for such projects? What is your approach to staff these projects in the event that you do not have staff currently on-hand?

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2) 10x projects don't necessarily have set roles and may vary in needs from project to project. What would be your approach for identifying the proper roles for a project and for staffing those roles to new call orders?

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3) Our first phase of projects involves determining if there are any clear reasons not to continue investing in a project. How would you design a research approach to determine if a project is viable?

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4) What is your company's approach to cross functional teams?

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- 5) In order to proceed further in our process, many 10x projects need to find one or more partners in the federal government to use and test a functional prototype. What would be your approach for finding such partners, and for scaling a product or service to other agencies?

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6) To make the best investment decisions, 10x uses a cross-functional evaluation board. How would you approach the process of evaluating complex technical concepts and translating them in a way to a non-technical audience?

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Flexion, LLC - Phase 2 - Oral Interview - June 10, 2019

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1) We are looking to conduct multiple short-term projects that vary in length, from a couple weeks to several months, depending on the phase. How would you ensure that you have staff ready for such projects? What is your approach to staff these projects in the event that you do not have staff currently on-hand?

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2) 10x projects don't necessarily have set roles and may vary in needs from project to project. What would be your approach for identifying the proper roles for a project and for staffing those roles to new call orders?

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3) Our first phase of projects involves determining if there are any clear reasons not to continue investing in a project. How would you design a research approach to determine if a project is viable?

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4) What is your company's approach to cross functional teams?

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5) In order to proceed further in our process, many 10x projects need to find one or more partners in the federal government to use and test a functional prototype. What would be your approach for finding such partners, and for scaling a product or service to other agencies?

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6) To make the best investment decisions, 10x uses a cross-functional evaluation board. How would you approach the process of evaluating complex technical concepts and translating them in a way to a non-technical audience?

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Relevant Experience

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Staffing Approach

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Usability Research Approach

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- Phase 2 - Oral Interview - June 13, 2019

Core Questions:

- 1) We are looking to conduct multiple short-term projects that vary in length, from a couple weeks to several months, depending on the phase. How would you

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2) 10x projects don't necessarily have set roles and may vary in needs from project to project. What would be your approach for identifying the proper roles for a project and for staffing those roles to new call orders?

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[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

(b) (5)

[REDACTED]

3) Our first phase of projects involves determining if there are any clear reasons not to continue investing in a project. How would you design a research approach to determine if a project is viable?

Notes:

(b) (5)

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

(b) (5)

[REDACTED]

██████████

(b) (5)

[REDACTED]

(b) (5)

Notes:

(b) (5)

(b) (5)

53

- 5) In order to proceed further in our process, many 10x projects need to find one or more partners in the federal government to use and test a functional prototype. What would be your approach for finding such partners, and for scaling a product or service to other agencies?

Notes:

(b) (5)

(b) (5)

[Redacted text block]

(b) (5)

[Redacted text block]

- 6) To make the best investment decisions, 10x uses a cross-functional evaluation board. How would you approach the process of evaluating complex technical concepts and translating them in a way to a non-technical audience?

Notes:

(b) (5)

[Redacted text block]

(b) (5)

[Redacted text block]

(b) (5)

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

(b) (5)

[REDACTED]

(b) (5)

[REDACTED]

(b) (5) [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

(b) (5)

55

(b) (5)

(b) (5)

(b) (5)

(b) (4)

Relevant

Experience (b) (5)

(b) (5)

(b) (5)

(b) (5)

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(b) (5)

(b) (5)

56

(b) (5)

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(b) (5)

Staffing Approach

(b) (5)

(b) (5)

(b) (5) [Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

Usability Research Approach

(b) (5) [Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

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(b) (5) [Redacted]

[Redacted]

[Redacted]

(b) (5) [Redacted]

(b) (5)

(b) (4)

- Phase 2 - Oral Interview - June 14, 2019

Core Questions:

1) We are looking to conduct multiple short-term projects that vary in length, from a couple weeks to several months, depending on the phase. How would you ensure that you have staff ready for such projects? What is your approach to staff these projects in the event that you do not have staff currently on-hand?

Notes:

(b) (5)

(b) (5)

(b) (5)

[REDACTED]

2) 10x projects don't necessarily have set roles and may vary in needs from project to project. What would be your approach for identifying the proper roles for a project and for staffing those roles to new call orders?

Notes:

(b) (5)

[REDACTED]

(b) (5)

(b) (5)

59

3) Our first phase of projects involves determining if there are any clear reasons not to continue investing in a project. How would you design a research approach to determine if a project is viable?

Notes:

(b) (5)

(b) (5)

4) What is your company's approach to cross functional teams?

Notes:

(b) (5) [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

60

(b) (5) [REDACTED]

[REDACTED]

(b) (5) [REDACTED]

5) In order to proceed further in our process, many 10x projects need to find one or more partners in the federal government to use and test a functional prototype. What would be your approach for finding such partners, and for scaling a product or service to other agencies?

Notes:

(b) (5) [REDACTED]

[REDACTED]

[REDACTED]

(b) (5)

[REDACTED]

[REDACTED]

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(b) (5)

11

- 6) To make the best investment decisions, 10x uses a cross-functional evaluation board. How would you approach the process of evaluating complex technical concepts and translating them in a way to a non-technical audience?

Notes:

(b) (5)

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

(b) (5)

[REDACTED]

[REDACTED]

[REDACTED]

○ (b) (5)

(b) (5)

(b) (5)

(b) (4)

Relevant Experience

(b) (5)

(b) (5)

(b) (5) [Redacted]

[Redacted]

(b) (5) [Redacted]

[Redacted]

Staffing Approach

(b) (5) [Redacted]

[Redacted]

[Redacted]

(b) (5) [Redacted text block]

[Redacted text block]

[Redacted text block]

[Redacted text block]

Usability Research Approach (b) (5)

64

(b) (5) [Redacted text block]

[Redacted text block]

(b) (5) [Redacted text block]

[Redacted text block]

(b) (5)

[Redacted]

(b) (4)

Relevant Experience Source Code

Examples -

(b) (5)

[Redacted]

(b) (5)

[Redacted]

(b) (5)

[Redacted]

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[Redacted]

[Redacted]

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[Redacted]

(b) (5)

[Redacted]

[Redacted]

[Redacted]

(b) (5)

[Redacted]

[Redacted]

Staffing

Approach

(b) (5) [Redacted]

[Redacted]

[Redacted]

(b) (5) [Redacted]

(b) (5) [Redacted]

[Redacted]

[Redacted]

Usability Research Approach

(b) (5) [Redacted]

[Redacted]

[Redacted]
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(b) (5)

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(b) (4)

- Phase 2 - Oral Interview - June 12, 2019

Core Questions:

1) We are looking to conduct multiple short-term projects that vary in length, from a couple weeks to several months, depending on the phase. How would you ensure that you have staff ready for such projects? What is your approach to staff these projects in the event that you do not have staff currently on-hand?

Notes:

(b) (5)

(b) (5)

[Redacted text block]

(b) (5)

[Redacted text block]

2) 10x projects don't necessarily have set roles and may vary in needs from project to project. What would be your approach for identifying the proper roles for a project and for staffing those roles to new call orders?

Notes:

(b) (5)

[Redacted text block]

(b) (5)

(b) (5) [REDACTED]

(b) (5)

Notes:

(b) (5)

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(b) (5) [Redacted]
[Redacted]
[Redacted]
[Redacted]
[Redacted]
[Redacted]

[Redacted]
(b) (5) [Redacted]

4) What is your company's approach to cross functional teams?

Notes:

(b) (5) [Redacted]
[Redacted]
[Redacted]
[Redacted]
[Redacted]
[Redacted]

69

(b) (5) [Redacted]
[Redacted]
[Redacted]
[Redacted]
[Redacted]
[Redacted]

Notes:

70

(b) (5)

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

(b) (5) [Redacted]

(b) (5) [Redacted]

71

(b) (5) [Redacted]

(b) (5) [Redacted] (b) (5) [Redacted]

(b) (5) [Redacted]

[Redacted]

(b) (4) [Redacted] **Relevant Experience** (b) (5) [Redacted]

(b) (5) [Redacted]

(b) (5)

[Redacted text block]

[Redacted text block]

[Redacted text block]

72

(b) (5)

[Redacted text block]

(b) (5)

[Redacted text block]

Staffing Approach

(b) (5)

[Redacted text block]

(b) (5)

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

(b) (5)

Usability Research Approach

(b) (5)

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

(b) (5)

[Redacted]

[Redacted]

(b) (5)

[Redacted]

(b) (5)

(b) (4)

- Phase 2 - Oral Interview - June 12, 2019

Core Questions:

1) We are looking to conduct multiple short-term projects that vary in length, from a couple weeks to several months, depending on the phase. How would you ensure that you have staff ready for such projects? What is your approach to staff these projects in the event that you do not have staff currently on-hand?

Notes:

(b) (5)

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(b) (5)

2) 10x projects don't necessarily have set roles and may vary in needs from project to project. What would be your approach for identifying the proper roles for a project and for staffing those roles to new call orders?

Notes:

(b) (5)

(b) (5)

3) Our first phase of projects involves determining if there are any clear reasons not to continue investing in a project. How would you design a research approach to determine if a project is viable?

75

Notes:

[illegible]

(b) (5)

4) What is your company's approach to cross functional teams?

Notes:

(b) (5)

[Redacted text block containing multiple lines of blacked-out content]

76

(b) (5)

[Redacted text block]

(b) (5)

[Redacted text block]

5) In order to proceed further in our process, many 10x projects need to find one or more partners in the federal government to use and test a functional prototype. What would be your approach for finding such partners, and for scaling a product or service to other agencies?

Notes:

(b) (5)

[Redacted text block containing multiple lines of blacked-out content]

- (b) (5) [redacted]

[redacted]

[redacted]

[redacted]

[redacted]

[redacted]

[redacted]

[redacted]

[redacted]

[redacted]

[redacted]

- (b) (5) [redacted]

(b) (5) [redacted]

[redacted]

[redacted]

(b) (5) [redacted]

[redacted]

(b) (5) [redacted]

6) To make the best investment decisions, 10x uses a cross-functional evaluation board. How would you approach the process of evaluating complex technical concepts and translating them in a way to a non-technical audience?

Notes:

(b) (5) [Redacted]

[Redacted]

[Redacted]

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[Redacted]

(b) (5) [Redacted]

[Redacted]

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(b) (5) [Redacted]

(b) (5) [Redacted]

(b) (5) [Redacted text block]

(b) (5) [Redacted text block]

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(b) (5) [Redacted text block]

(b) (5) [Redacted text block]

(b) (5) [Redacted text block]

(b) (4)

Relevant Experience

(b) (5)

79

(b) (5)

(b) (5)

(b) (5)

Staffing Approach

(b) (5)

(b) (5)

[REDACTED]

(b) (5)

[REDACTED]

[REDACTED]